

# GUIDELINES FOR ACCESSIBILITY OF RECORDS

## (Government Code 6253.4)

Public access to records maintained by the Department of Managed Health Care ("DMHC") is governed by the California Public Records Act (Government Code § 6250 et seq.). Public records are available for inspection and/or copying pursuant to the following procedures:

Requests for the inspection and/or copying of public records must be sufficiently descriptive to enable DMHC personnel to identify, locate, and retrieve the records.

Requests should be sent to the DMHC's mailing address at Department of Managed Health Care, 980 9th Street, Suite 500, Sacramento, CA 95814, Attention: Office of Legal Services. A properly addressed request will ensure prompt response by the DMHC. In addition, the DMHC's website at [www.dmhc.ca.gov](http://www.dmhc.ca.gov) can be accessed to view a variety of public records and/or to submit a request for records.

Retrieval and inspection of any record shall not interfere with the ordinary business operations of the DMHC. Operational functions of the DMHC will not be suspended to permit inspection of records where the records are reasonably required by DMHC personnel in the performance of their duties. If the request requires reviewing numerous records, a mutually agreeable time will be established for the inspection of the records. All inspections will occur during regular business hours of the DMHC.

Physical inspection of records is permitted in DMHC offices. Upon completion of the inspection, the person conducting the inspection shall relinquish possession of the records. Persons inspecting DMHC records shall not destroy, mutilate, deface, alter, or remove any such records from the DMHC. The DMHC reserves the right to have DMHC personnel present during the inspection of records in order to prevent the loss or destruction of records.

The DMHC may refuse to disclose records that are exempt from disclosure under the Public Records Act. (See e.g., Government Code § 6254.)

Requests for copies of public records will be conducted pursuant to the following procedures:

The DMHC shall charge the person requesting copies of public records made by DMHC personnel at the rate of thirty cents (\$0.30) per page, or as otherwise authorized or required by law. Payment of the total estimated copy charge shall be required before DMHC personnel copy any records.

If the number of records requiring copying is determined to be voluminous by DMHC personnel, then the DMHC may require the person requesting the records to supply or hire his/her own copy service to photocopy the records. The cost associated with providing the copy service shall be borne entirely by the requesting person.

A copy of these guidelines will be posted in the reception or public area of every office of the DMHC.

DEPARTMENT NAME <b>DEPARTMENT OF MANAGED HEALTH CARE</b>	ADDRESS <b>980 9TH STREET, SACRAMENTO, CA 95814</b>
Public Records Review Officer <b>GARY RAINS</b>	Normal Working Hours <b>8:00 AM to 5:00 PM</b>
Telephone Number <b>(916) 324- 9024</b>	Copy Price Per Page <b>\$.30 per image</b>

If requested, a copy of these guidelines will be furnished free of charge.